

Appendix C

2004

RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT  
WATER FORUM WATER CONSERVATION PLAN

**BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will have:
1. trained water auditors on staff or available through cooperative agreements with other purveyors.
  2. prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers
  3. prepared and made available to customers seasonal climate-appropriate irrigation information.
  4. investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. Rio Linda/Elverta Community Water District will annually:
1. identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits)
    - a. (metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area
    - b. ~~(unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators~~
  2. offer, through bill inserts or other means, water-use reviews to all customers
  3. survey past program participants to determine if audit recommendations were implemented
- C. The water-use review program will:
1. provide audits conducted by trained auditors
  2. provide audits that may include device installation by Rio Linda/Elverta Community Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in

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landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.

3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
4. provide incentives to achieve 12% annual participation of the targeted 20% of customers:

D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS**

A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:

1. offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets
2. offer toilet leak test kits to all ~~change of account~~ customers ~~who visit the signatory's office~~ **as part of the retrofit kit.**
3. work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.
4. work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters
5. investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices. The District participates with SMUD on a washing machine rebate program and have rebated 35 customers through 12/31/04.

B. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR**

B. Within three years of agreement signing, Rio Linda/Elverta Community Water District will complete and be maintaining:

1. An annual system water audit, determining the difference between production and sales.
2. An annually updated 'system map' of: type, size and age of pipes; pressures; record of leaks; etc.; with historic data
3. An ongoing meter calibration and replacement program.
4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.

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5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 4 NON-RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 4 RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database
  2. have certified and/or trained landscape water auditors on staff or available through cooperative agreements
  3. prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers
  4. develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes
  5. begin installation of climate appropriate water efficient landscaping at landscaped Rio Linda/Elverta Community Water District facilities, phased in over the five years following agreement signing.
- B. Rio Linda/Elverta Community Water District will annually:
1. directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits)

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2. offer, through bill inserts or other means, landscape water-use reviews to all customers
  3. survey past program participants to determine if audit recommendations were implemented
  4. offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand
- C. The Rio Linda/Elverta Community Water District's landscape water-use review program will:
1. provide audits conducted by certified landscape water auditors
  2. provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area
  3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
  4. provide program participants with regular reminders to adjust irrigation timer settings
  5. provide incentives, such as the following, to achieve at least 12 percent annual participation of targeted customers:
    - a. billing adjustments or bill rebates targeted to irrigation system repair or improvement
    - b. grants, etc. to encourage landscape design and irrigation system improvements
    - c. ET (evapotranspiration) based tiered rate structure
- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR  
NEW AND EXISTING COMMERCIAL, INDUSTRIAL,  
INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS**

- A. Rio Linda/Elverta Community Water District will:
1. attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
  2. participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.

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3. participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- B. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 7 PUBLIC INFORMATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program. This SAWWA program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, evapotranspiration data availability, and allied organizations outreach.

The Rio Linda/Elverta Community Water District specific program will include:

1. using utility bill inserts or messages on payment notices; and
2. providing information on customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

**BMP 8 SCHOOL EDUCATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's School Education program. This SAWWA program includes programs such as school outreach, community events/fairs, and a Web site.

The Rio Linda/Elverta Community Water District specific program will include:

1. offering tours of District facilities to elementary schools in the District's service area; and
2. working with schools served by the District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

**BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION**

- A. Within three years of agreement signing, Rio Linda Water District will have:
1. trained commercial/industrial water auditors on staff or available through cooperative agreements

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2. the DWR Commercial / Industrial (CI) water-use materials available for CI customers
  3. established, if possible, cooperative CI audit programs with other utilities
  4. a list of available CI water-use consultants
- B. Rio Linda/Elverta Community Water District or their representative will annually:
1. identify the top 10% of commercial water users and top 10% of industrial water users, not previously audited, and directly contact them or the appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.)
    - a. (for metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.)
    - b. ~~(for unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use, etc.~~
  2. offer, through bill inserts or other means, CI water-use reviews to all CI customers
  3. survey past program participants to determine if audit recommendations were implemented
- C. The Rio Linda/Elverta Community Water District's water-use review program will:
1. provide audits conducted by trained commercial/industrial water auditors
  2. provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers:
  3. contact past program participants for a follow-up audit at least every fifth year
- D. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
  2. coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Rio Linda/Elverta Community Water District's service area to ensure that the submitted findings are reviewed by the Rio Linda/Elverta Community Water District to identify incentive program opportunities.
  3. consider separate landscape water meter(s) when the combined service would require a 1 1/2" or larger meter.
  4. require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
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- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric billing.

**BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SINGLE FAMILY HOMES**

- A. Rio Linda/Elverta Community Water District will implement a program which includes:
1. information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Rio Linda/Elverta Community Water District's service area on an annual basis.
  2. landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
    - a. ~~Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.~~
    - b. Metered service areas will actively market landscape audits/surveys to the top 20 percent of existing Single Family customer water-users.
  3. annual pre-irrigation season notification to Single Family Homes served by the Rio Linda/Elverta Community Water District of the District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Rio Linda/Elverta Community Water District's on-going program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other water purveyors, etc., will include:
1. participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Rio Linda/Elverta Community Water District's service area but should be convenient to the Rio Linda/Elverta Community Water District's customers).
  2. annual participation at local and regional landscape fairs and garden shows.
  3. annual cooperative education and marketing campaigns with local nurseries.
  4. annual irrigation season landscape media campaign.
  5. annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.

- C. Rio Linda/Elverta Community Water District will:

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1. attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
  2. participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
  3. participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- D. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 13 WATER WASTE PROHIBITION**

- A. The Rio Linda/Elverta Community Water District has enacted a water waste prohibition ordinance which includes measures and enforcement mechanisms per the criteria for this BMP.
- B. Within three years of agreement signing the Rio Linda/Elverta Water District will:
1. notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season;
  2. have staff respond to reports of water waste in a timely manner;
  3. will have water waste patrols at least during water shortages; and
  4. will cooperate with the city or country in their program enforcement efforts.

**BMP 14 WATER CONSERVATION COORDINATOR**

The Rio Linda/Elverta Community Water District's Water Conservation Coordinator is Liz Myers and she is responsible for preparing, implementing and monitoring the Plan with Board and Management support.

Within three years of agreement signing, at least one staff member at Rio Linda/Elverta Community Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.



**BMP 16. ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR  
NON-RESIDENTIAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use)
  2. if possible, established a cooperative district / sanitation district ULF rebate program
- B. Rio Linda/Elverta Community Water District will annually:
1. offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts which do not yet have ULF toilets, with special focus on those with the highest number of high-use non ULF-toilets.
- C. The retrofit program will:
1. offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10 percent of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90 percent of all non-residential toilets being ULFs within ten years
  2. ~~consider larger rebates for the more expensive high-use flushometer-type ULF installations~~
  3. investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
  4. consider monitoring the change in water use at metered-accounts which install ULF toilets
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**CITIZENS INVOLVEMENT PROGRAM**

The Rio Linda/Elverta Community Water District will invite members of the existing Rio Linda/Elverta Community Planning Advisory Council (CPAC) to provide input to the implementation of water conservation measures identified in the District's Water Forum Water Conservation Plan. It is intended that this informal group will serve to provide valuable citizens' input on the overall approach to implementation of water conservation measures in the District.

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**BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will have:
1. trained water auditors on staff or available through cooperative agreements with other purveyors.
  2. ~~prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers~~
  3. prepared and made available to customers seasonal climate-appropriate irrigation information.
  4. investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. Rio Linda/Elverta Community Water District will annually:
1. identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits)
    - a. (metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area
    - b. (unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators (We have no unmetered)
  2. offer, through bill inserts or other means, water-use reviews to all customers
  3. ~~survey past program participants to determine if audit recommendations were implemented~~
- C. The water-use review program will:
1. provide audits conducted by trained auditors
  2. provide audits that may include device installation by Rio Linda/Elverta Community Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
  3. ~~provide program participants with seasonal irrigation schedules by hydrozone and/or station~~
  4. ~~provide incentives to achieve 12% annual participation of the targeted 20% of customers:~~

- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets
  2. ~~offer toilet leak test kits to all change of account customers who visit the signatory's office~~
  3. ~~work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents.~~ We provide other types of information to new residents.
  4. ~~work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters~~
  5. investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices
- B. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR**

- B. Within three years of agreement signing, Rio Linda/Elverta Community Water District will complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
  2. An annually updated 'system map' of: type, size and age of pipes; pressures; record of leaks; etc.; with historic data
  3. An ongoing meter calibration and replacement program.
  4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
  5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 4 NON-RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 4 RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database
  2. have certified and/or trained landscape water auditors on staff or available through cooperative agreements
  3. prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate-appropriate information on irrigation scheduling and offer training for customers and landscape workers
  4. develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provide that information to the customers with one acre or larger landscapes
  5. begin installation of climate-appropriate water efficient landscaping at landscaped Rio Linda/Elverta Community Water District facilities, phased in over the five years following agreement signing.
- B. Rio Linda/Elverta Community Water District will annually:
1. directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits)
  2. offer, through bill inserts or other means, landscape water-use reviews to all customers
  3. survey past program participants to determine if audit recommendations were implemented
  4. offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand

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- C. The Rio Linda/Elverta Community Water District's landscape water-use review program will:
1. provide audits conducted by certified landscape water auditors
  2. provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area
  3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
  4. provide program participants with regular reminders to adjust irrigation timer settings
  5. provide incentives, such as the following, to achieve at least 12 percent annual participation of targeted customers:
    - a. billing adjustments or bill rebates targeted to irrigation system repair or improvement
    - b. grants, etc. to encourage landscape design and irrigation system improvements
    - c. ET (evapotranspiration) based tiered rate structure
- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR  
NEW AND EXISTING COMMERCIAL, INDUSTRIAL,  
INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS**

- A. Rio Linda/Elverta Community Water District will:
1. attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.
  2. participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.
  3. participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.
- B. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

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- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 7 PUBLIC INFORMATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program. This SAWWA program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, evapotranspiration data availability, and allied organizations outreach.

The Rio Linda/Elverta Community Water District specific program will include:

1. using utility bill inserts or messages on payment notices; and
2. providing information on customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

**BMP 8 SCHOOL EDUCATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's School Education program. This SAWWA program includes programs such as school outreach, community events/fairs, and a Web site.

The Rio Linda/Elverta Community Water District specific program will include:

1. offering tours of District facilities to elementary schools in the District's service area; and
2. ~~working with schools served by the District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.~~

**BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION**

- A. Within three years of agreement signing, Rio Linda Water District will have:
1. ~~trained commercial/industrial water auditors on staff or available through cooperative agreements~~
  2. ~~the DWR Commercial / Industrial (CI) water use materials available for CI customers~~
  3. ~~established, if possible, cooperative CI audit programs with other utilities~~
  4. ~~a list of available CI water use consultants~~
- B. Rio Linda/Elverta Community Water District or their representative will annually:
1. identify the top 10% of commercial water users and top 10% or industrial water users, not previously audited, and directly contact them or the

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appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.)

- a. (for metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.)
- b. (for unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use. etc.
2. offer, through bill inserts or other means, CI water-use reviews to all CI customers
3. ~~survey past program participants to determine if audit recommendations were implemented~~

C. The Rio Linda/Elverta Community Water District's water-use review program will:

1. ~~provide audits conducted by trained commercial/industrial water auditors~~
2. ~~provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers:~~
3. ~~contact past program participants for a follow-up audit at least every fifth year~~

D. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:

1. promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.
2. coordinate with the city or county during the permitting of new, modified or change-of-water-use CI projects within the Rio Linda/Elverta Community Water District's service area to ensure that the submitted findings are reviewed by the Rio Linda/Elverta Community Water District to identify incentive program opportunities.
3. consider separate landscape water meter(s) when the combined service would require a 1 1/2" or larger meter.
4. require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.

E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

## **BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric billing.

**BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING  
SINGLE FAMILY HOMES**

- A. Rio Linda/Elverta Community Water District will implement a program which includes:
1. ~~information on climate appropriate landscape design, plants and efficient irrigation equipment/management provided to change of customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Rio Linda/Elverta Community Water District's service area on an annual basis.~~
  2. ~~landscape audit/water use survey program actively marketed to all new homes and change of customer accounts.~~
    - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
    - b. Metered service areas will actively market landscape audits/surveys to the top 20 percent of existing Single Family customer water-users.
  3. annual pre-irrigation season notification to Single Family Homes served by the Rio Linda/Elverta Community Water District of the District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Rio Linda/Elverta Community Water District's on-going program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other water purveyors, etc., will include:
1. ~~participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Rio Linda/Elverta Community Water District's service area but should be convenient to the Rio Linda/Elverta Community Water District's customers).~~
  2. ~~annual participation at local and regional landscape fairs and garden shows.~~
  3. annual cooperative education and marketing campaigns with local nurseries.
  4. annual irrigation season landscape media campaign.
  5. annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Rio Linda/Elverta Community Water District will:
1. ~~attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.~~
  2. ~~participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.~~



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3. ~~participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.~~
- D. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 13 WATER WASTE PROHIBITION**

- A. The Rio Linda/Elverta Community Water District has enacted a water waste prohibition ordinance which includes measures and enforcement mechanisms per the criteria for this BMP.
- D. Within three years of agreement signing the Rio Linda/Elverta Water District will:
  5. ~~notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season;~~
  6. have staff respond to reports of water waste in a timely manner;
  7. will have water waste patrols at least during water shortages; and
  8. will cooperate with the city or country in their program enforcement efforts.

**BMP 14 WATER CONSERVATION COORDINATOR**

The Rio Linda/Elverta Community Water District's Water Conservation Coordinator is Liz Myers and she is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Rio Linda/Elverta Community Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.  
Level II not available. Currently holds Level 1.

**BMP 16. ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR  
NON-RESIDENTIAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:

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- 
1. identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use)
  2. if possible, established a cooperative district / sanitation district ULF rebate program
- B. Rio Linda/Elverta Community Water District will annually:
1. ~~offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts which do not yet have ULF toilets, with special focus on those with the highest number of high-use non-ULF toilets.~~
- C. The retrofit program will:
1. ~~offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10 percent of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90 percent of all non-residential toilets being ULFs within ten years~~
  2. ~~consider larger rebates for the more expensive high-use flushometer-type ULF installations~~
  3. ~~investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.~~
  4. consider monitoring the change in water use at metered-accounts which install ULF toilets
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**CITIZENS INVOLVEMENT PROGRAM**

~~The Rio Linda/Elverta Community Water District will invite members of the existing Rio Linda/Elverta Community Planning Advisory Council (CPAC) to provide input to the implementation of water conservation measures identified in the District's Water Forum Water Conservation Plan. It is intended that this informal group will serve to provide valuable citizens' input on the overall approach to implementation of water conservation measures in the District.~~

2002

RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT

1 – INTERIOR AND EXTERIOR WATER AUDITS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>6</b>	<b>3</b>	<b>12</b>	<b>15</b>
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BMP 2 – PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>43</b>	<b>102</b>	<b>425</b>	<b>425</b>
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BMP 3 – DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP – 4 NON-RESIDENTIAL METER RETROFIT

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>Done</b>			
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BMP 4 RESIDENTIAL METER RETROFIT

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>Done</b>			
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BMP 5 – LARGE LANDSCAPE WATER AUDITS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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BMP 6 – LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR CII & MR

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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BMP 7 – PUBLIC INFORMATION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 8 – SCHOOL EDUCATION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 9 – COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>
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BMP 11 – CONSERVATION PRICING FOR METERED ACCOUNTS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>Done</b>			
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BMP 12 – LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SF CUSTOMERS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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BMP 13 – WATER WASTE PROHIBITION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 14 WATER CONSERVATION COORDINATOR

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR CII & MR

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<b>Minimal</b>	<b>PartialFull</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
CITIZEN INVOLVEMENT					
<b>Minimal</b>	<b>PartialFull</b>				

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RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT  
WATER FORUM WATER CONSERVATION PLAN

**BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will have:
1. trained water auditors on staff or available through cooperative agreements with other purveyors.
  2. ~~prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers~~
  3. prepared and made available to customers seasonal climate-appropriate irrigation information.
  4. investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. Rio Linda/Elverta Community Water District will annually:
1. identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits)
    - a. (metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area
    - b. (unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators (We have no unmetered)
  2. offer, through bill inserts or other means, water-use reviews to all customers
  3. ~~survey past program participants to determine if audit recommendations were implemented~~
- C. The water-use review program will:
1. provide audits conducted by trained auditors
  2. provide audits that may include device installation by Rio Linda/Elverta Community Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
  3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
  4. provide incentives to achieve 12% annual participation of the targeted 20% of customers:

**Rio Linda /Elverta Community Water District  
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- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets
  2. offer toilet leak test kits to all change of account customers who visit the signatory's office
  3. work with the local "Welcome Wagon" or equivalent organization to provide water conservation materials to new residents. We provide other types of information to new residents.
  4. work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters
  5. investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices
- B. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR**

- B. Within three years of agreement signing, Rio Linda/Elverta Community Water District will complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
  2. An annually updated 'system map' of: type, size and age of pipes; pressures; record of leaks; etc.; with historic data
  3. An ongoing meter calibration and replacement program.
  4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
  5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 4 NON-RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 4 RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database
  2. have certified and/or trained landscape water auditors on staff or available through cooperative agreements
  3. ~~prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate appropriate information on irrigation scheduling and offer training for customers and landscape workers~~
  4. develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes
  5. ~~begin installation of climate appropriate water efficient landscaping at landscaped Rio Linda/Elverta Community Water District facilities, phased in over the five years following agreement signing.~~
- B. Rio Linda/Elverta Community Water District will annually:
1. directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits)
  2. offer, through bill inserts or other means, landscape water-use reviews to all customers
  3. ~~survey past program participants to determine if audit recommendations were implemented~~
  4. ~~offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand~~

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- C. The Rio Linda/Elverta Community Water District's landscape water-use review program will:
1. provide audits conducted by certified landscape water auditors
  2. provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area
  3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
  4. provide program participants with regular reminders to adjust irrigation timer settings
  5. provide incentives, such as the following, to achieve at least 12 percent annual participation of targeted customers:
    - a. billing adjustments or bill rebates targeted to irrigation system repair or improvement
    - b. ~~grants, etc. to encourage landscape design and irrigation system improvements~~
    - c. ~~ET (evapotranspiration) based tiered rate structure~~
- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR  
NEW AND EXISTING COMMERCIAL, INDUSTRIAL,  
INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS**

- A. Rio Linda/Elverta Community Water District will:
1. ~~attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.~~
  2. ~~participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.~~
  3. ~~participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.~~
- B. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.



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- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 7 PUBLIC INFORMATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program. This SAWWA (**NOW RWA**) program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, evapotranspiration data availability, and allied organizations outreach.

The Rio Linda/Elverta Community Water District specific program will include:

1. using utility bill inserts or messages on payment notices; and
2. providing information on customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

**BMP 8 SCHOOL EDUCATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation (**NOW RWA**) Committee's School Education program. This SAWWA program includes programs such as school outreach, community events/fairs, and a Web site.

The Rio Linda/Elverta Community Water District specific program will include:

1. offering tours of District facilities to elementary schools in the District's service area; and
2. working with schools served by the District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

**BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION**

- A. Within three years of agreement signing, Rio Linda Water District will have:
1. ~~trained commercial/industrial water auditors on staff or available through cooperative agreements~~
  2. ~~the DWR Commercial / Industrial (CI) water use materials available for CI customers~~
  3. ~~established, if possible, cooperative CI audit programs with other utilities~~
  4. ~~a list of available CI water use consultants~~
- B. Rio Linda/Elverta Community Water District or their representative will annually:
1. identify the top 10% of commercial water users and top 10% or industrial water users, not previously audited, and directly contact them or the

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- appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.)
  - a. (for metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.)
  - b. (for unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use. etc.
  - 2. offer, through bill inserts or other means, CI water-use reviews to all CI customers
  - 3. ~~survey past program participants to determine if audit recommendations were implemented~~
- C. The Rio Linda/Elverta Community Water District's water-use review program will:
- 1. ~~provide audits conducted by trained commercial/industrial water auditors~~
  - 2. ~~provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers:~~
  - 3. ~~contact past program participants for a follow up audit at least every fifth year~~
- D. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
- 1. ~~promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.~~
  - 2. ~~coordinate with the city or county during the permitting of new, modified or change of water use CI projects within the Rio Linda/Elverta Community Water District's service area to ensure that the submitted findings are reviewed by the Rio Linda/Elverta Community Water District to identify incentive program opportunities.~~
  - 3. consider separate landscape water meter(s) when the combined service would require a 1 1/2" or larger meter.
  - 4. require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

### **BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric billing.

**BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING  
SINGLE FAMILY HOMES**

- A. Rio Linda/Elverta Community Water District will implement a program which includes:
1. information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to all customers. The availability of this information will be publicized to all existing Single Family Homes in the Rio Linda/Elverta Community Water District's service area on an annual basis.
  2. landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
    - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
    - b. Metered service areas will actively market landscape audits/surveys to the top 20 percent of existing Single Family customer water-users.
  3. annual pre-irrigation season notification to Single Family Homes served by the Rio Linda/Elverta Community Water District of the District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Rio Linda/Elverta Community Water District's on-going program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other water purveyors, etc., will include:
1. ~~participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Rio Linda/Elverta Community Water District's service area but should be convenient to the Rio Linda/Elverta Community Water District's customers).~~
  2. annual participation at local and regional landscape fairs and garden shows.
  3. ~~annual cooperative education and marketing campaigns with local nurseries.~~
  4. annual irrigation season landscape media campaign.
  5. annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Rio Linda/Elverta Community Water District will:
1. ~~attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.~~
  2. ~~participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.~~

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3. ~~participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.~~
- D. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 13 WATER WASTE PROHIBITION**

- A. The Rio Linda/Elverta Community Water District has enacted a water waste prohibition ordinance which includes measures and enforcement mechanisms per the criteria for this BMP.
- F. Within three years of agreement signing the Rio Linda/Elverta Water District will:
9. notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season;
  10. have staff respond to reports of water waste in a timely manner;
  11. will have water waste patrols at least during water shortages; and
  12. will cooperate with the city or country in their program enforcement efforts.

**BMP 14 WATER CONSERVATION COORDINATOR**

The Rio Linda/Elverta Community Water District's Water Conservation Coordinator is Liz Myers and she is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Rio Linda/Elverta Community Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.  
Level II not available. Currently holds Level 1.

**BMP 16. ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR  
NON-RESIDENTIAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:

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- 
1. identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use)
  2. if possible, established a cooperative district / sanitation district ULF rebate program. Working via RWA.
- B. Rio Linda/Elverta Community Water District will annually:
1. ~~offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts which do not yet have ULF toilets, with special focus on those with the highest number of high-use non-ULF toilets.~~
- C. The retrofit program will:
1. ~~offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10 percent of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90 percent of all non-residential toilets being ULFs within ten years~~
  2. ~~consider larger rebates for the more expensive high-use flushometer-type ULF installations~~
  3. ~~investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.~~
  4. ~~consider monitoring the change in water use at metered-accounts which install ULF toilets~~
- G. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**CITIZENS INVOLVEMENT PROGRAM**

~~The Rio Linda/Elverta Community Water District will invite members of the existing Rio Linda/Elverta Community Planning Advisory Council (CPAC) to provide input to the implementation of water conservation measures identified in the District's Water Forum Water Conservation Plan. It is intended that this informal group will serve to provide valuable citizens' input on the overall approach to implementation of water conservation measures in the District.~~

2001

RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT

1 – INTERIOR AND EXTERIOR WATER AUDITS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>6</b>	<b>3</b>	<b>12</b>	<b>15</b>
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BMP 2 – PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>43</b>	<b>102</b>	<b>425</b>	<b>425</b>
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BMP 3 – DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP – 4 NON-RESIDENTIAL METER RETROFIT

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>Done</b>			
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BMP 4 RESIDENTIAL METER RETROFIT

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>Done</b>			
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BMP 5 – LARGE LANDSCAPE WATER AUDITS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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BMP 6 – LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR CII & MR

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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BMP 7 – PUBLIC INFORMATION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 8 – SCHOOL EDUCATION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 9 – COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>
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BMP 11 – CONSERVATION PRICING FOR METERED ACCOUNTS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>Done</b>			
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BMP 12 – LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING SF CUSTOMERS

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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BMP 13 – WATER WASTE PROHIBITION

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 14 WATER CONSERVATION COORDINATOR

<b>Minimal</b>	<b>Partial</b>	<b>Full</b>				
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BMP 16 ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR CII & MR

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<b>Minimal</b>	<b>PartialFull</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
CITIZEN INVOLVEMENT					
<b>Minimal</b>	<b>PartialFull</b>				

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**RIO LINDA/ELVERTA COMMUNITY WATER DISTRICT  
WATER FORUM WATER CONSERVATION PLAN**

**BMP 1 INTERIOR AND EXTERIOR WATER AUDITS AND INCENTIVE PROGRAMS FOR SINGLE FAMILY RESIDENTIAL, MULTI-FAMILY RESIDENTIAL, AND INSTITUTIONAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will have:
1. trained water auditors on staff or available through cooperative agreements with other purveyors.
  2. ~~prepared and made available, as needed, multi-lingual interior and exterior water audit materials for customers~~
  3. prepared and made available to customers seasonal climate-appropriate irrigation information.
  4. investigated opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
- B. Rio Linda/Elverta Community Water District will annually:
1. identify the top 20% of water-users, not previously audited, in each customer type and offer them water-use reviews (audits)
    - a. (metered accounts) annually determine the top 20% of water users in each customer type based on water use, and when appropriate, lot size and/or landscape area
    - b. (unmetered accounts) annually determine the top 20% of water users in each customer type based on lot size and/or landscape area or other water-use indicators (We have no unmetered)
  2. offer, through bill inserts or other means, water-use reviews to all customers
  3. ~~survey past program participants to determine if audit recommendations were implemented~~
- C. The water-use review program will:
1. provide audits conducted by trained auditors
  2. provide audits that may include device installation by Rio Linda/Elverta Community Water District or customer (showerheads, faucet aerators, etc.), identification of water-use problems, recommend repairs, instruction in landscape principles (hydrozones, ET, etc.), irrigation timer use and, when appropriate, meter reading.
  3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
  4. provide incentives to achieve 12% annual participation of the targeted 20% of customers:



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- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 2 PLUMBING RETROFIT OF EXISTING RESIDENTIAL ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. offer to all customers, through bill inserts or other means, retrofit kits which include, but are not limited to, high quality low-flow showerheads, faucet aerators and toilet leak detection tablets
  2. offer toilet leak test kits to all change of account customers who visit the signatory's office
  3. ~~work with the local "Welcome Wagon" or equivalent organization to provide~~ water conservation materials to new residents. We provide other types of information to new residents.
  4. ~~work with local hardware/home stores to offer free water conservation information and toilet leak test kits at the check-out counters~~
  5. investigate partnership programs with local energy utilities to provide water conservation audits, materials and devices
- B. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 3 DISTRIBUTION SYSTEM WATER AUDITS, LEAK DETECTION AND REPAIR**

- B. Within three years of agreement signing, Rio Linda/Elverta Community Water District will complete and be maintaining:
1. An annual system water audit, determining the difference between production and sales.
  2. An annually updated 'system map' of: type, size and age of pipes; pressures; record of leaks; etc.; with historic data
  3. An ongoing meter calibration and replacement program.
  4. An ongoing leak detection and repair program focused on high probability leak areas identified by the system map.
  5. A complete system wide leak detection program, repeated: when the system water audit determines losses to be greater than 10%; when the losses are less than 10% if the program is determined to be cost effective.
- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 4 NON-RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 4 RESIDENTIAL METER RETROFIT**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric pricing.

**BMP 5 LARGE LANDSCAPE WATER AUDITS AND INCENTIVES FOR COMMERCIAL, INDUSTRIAL, INSTITUTIONAL (CII), AND IRRIGATION ACCOUNTS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. identify all Irrigation accounts and CII accounts with landscapes of one acre and larger and record that information in the customer database
  2. have certified and/or trained landscape water auditors on staff or available through cooperative agreements
  3. ~~prepare and distribute multi-lingual (as appropriate) irrigation system materials, seasonal climate appropriate information on irrigation scheduling and offer training for customers and landscape workers~~
  4. develop seasonal climate-appropriate information to determine irrigation schedules, for the three basic hydrozones identified in the DWR *Landscape Water Management Handbook*, and provided that information to the customers with one acre or larger landscapes
  5. ~~begin installation of climate appropriate water efficient landscaping at landscaped Rio Linda/Elverta Community Water District facilities, phased in over the five years following agreement signing.~~
- B. Rio Linda/Elverta Community Water District will annually:
1. directly contact all Irrigation accounts and CII accounts with one acre and larger landscapes, not previously audited, and offer them landscape water-use reviews (audits)
  2. offer, through bill inserts or other means, landscape water-use reviews to all customers
  3. ~~survey past program participants to determine if audit recommendations were implemented~~
  4. ~~offer program participants with separate irrigation meters information showing the relationship between actual consumption and their ET-based water demand~~

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- C. The Rio Linda/Elverta Community Water District's landscape water-use review program will:
1. provide audits conducted by certified landscape water auditors
  2. provide audits that consist of a system review, to identify necessary irrigation system repairs, and, once repairs have been completed, a water-use review including measurement of landscaped area
  3. provide program participants with seasonal irrigation schedules by hydrozone and/or station
  4. provide program participants with regular reminders to adjust irrigation timer settings
  5. provide incentives, such as the following, to achieve at least 12 percent annual participation of targeted customers:
    - a. ~~billing adjustments or bill rebates targeted to irrigation system repair or improvement~~
    - b. ~~grants, etc. to encourage landscape design and irrigation system improvements~~
    - c. ~~ET (evapotranspiration) based tiered rate structure~~
- D. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 6 LANDSCAPE WATER CONSERVATION REQUIREMENTS FOR  
NEW AND EXISTING COMMERCIAL, INDUSTRIAL,  
INSTITUTIONAL AND MULTI-FAMILY DEVELOPMENTS**

- A. Rio Linda/Elverta Community Water District will:
1. ~~attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.~~
  2. ~~participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.~~
  3. ~~participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.~~
- B. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and then fully implement a landscape water efficiency ordinance.

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- C. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 7 PUBLIC INFORMATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's Public Outreach Program. This SAWWA program includes programs such as: media advertising campaigns, commercial consumer outreach, promotional materials, evapotranspiration data availability, and allied organizations outreach.

The Rio Linda/Elverta Community Water District specific program will include:

1. using utility bill inserts or messages on payment notices; and
2. providing information on customers' bills showing use in gallons per day for the last billing period compared to the same period the year before.

**BMP 8 SCHOOL EDUCATION**

- A. The Rio Linda/Elverta Community Water District will have its own specific program in conjunction with full participation in the Sacramento Area Water Works Association (SAWWA) Conservation Committee's School Education program. This SAWWA program includes programs such as school outreach, community events/fairs, and a Web site.

The Rio Linda/Elverta Community Water District specific program will include:

1. offering tours of District facilities to elementary schools in the District's service area; and
2. working with schools served by the District to promote school audits, reduced water bills, and innovative funding for equipment upgrades.

**BMP 9 COMMERCIAL AND INDUSTRIAL (CI) WATER CONSERVATION**

- A. Within three years of agreement signing, Rio Linda Water District will have:
1. ~~trained commercial/industrial water auditors on staff or available through cooperative agreements~~
  2. ~~the DWR Commercial / Industrial (CI) water use materials available for CI customers~~
  3. ~~established, if possible, cooperative CI audit programs with other utilities~~
  4. ~~a list of available CI water use consultants~~
- B. Rio Linda/Elverta Community Water District or their representative will annually:
1. identify the top 10% of commercial water users and top 10% or industrial water users, not previously audited, and directly contact them or the

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- appropriate customer's representative and offer them water-use reviews (audits). Provide these customers with data on their current water-related costs (supply, waste water, energy, on-site treatment, etc.)
- a. (for metered customers) annually determine the top 10% of commercial customers and of industrial customers based on water use, and when appropriate, special water-use factors (high water use, high wastewater flows, poor quality wastewater, high energy use, etc.)
  - b. (for unmetered customers) annually determine the top 10% of commercial customers and of industrial customers based on special water-use factors such as wastewater flows, poor quality wastewater, high energy use. etc.
2. offer, through bill inserts or other means, CI water-use reviews to all CI customers
  3. ~~survey past program participants to determine if audit recommendations were implemented~~
- C. The Rio Linda/Elverta Community Water District's water-use review program will:
1. ~~provide audits conducted by trained commercial/industrial water auditors~~
  2. ~~provide incentives to achieve at least 20% annual participation of the targeted 10% of existing customers:~~
  3. ~~contact past program participants for a follow up audit at least every fifth year~~
- D. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:
1. ~~promote the use of efficient water-use technologies by commercial and industrial customers by offering incentives related to the benefits gained by the water and sewer service providers.~~
  2. ~~coordinate with the city or county during the permitting of new, modified or change of water use CI projects within the Rio Linda/Elverta Community Water District's service area to ensure that the submitted findings are reviewed by the Rio Linda/Elverta Community Water District to identify incentive program opportunities.~~
  3. consider separate landscape water meter(s) when the combined service would require a 1 1/2" or larger meter.
  4. require efficient cooling systems, recirculating pumps for fountains and ponds, and water recycling systems for vehicle washing as a condition of service.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 11 CONSERVATION PRICING FOR METERED ACCOUNTS**

Rio Linda/Elverta Community Water District is fully metered and uses volumetric billing.

**BMP 12 LANDSCAPE WATER CONSERVATION FOR NEW/EXISTING  
SINGLE FAMILY HOMES**

- A. Rio Linda/Elverta Community Water District will implement a program which includes:
1. information on climate-appropriate landscape design, plants and efficient irrigation equipment/management provided to change-of-customer accounts and, in cooperation with the Building Industry Association of Superior California, to new customers. The availability of this information will be publicized to all existing Single Family Homes in the Rio Linda/Elverta Community Water District's service area on an annual basis.
  2. landscape audit/water-use survey program actively marketed to all new homes and change-of-customer accounts.
    - a. Unmetered service areas will actively market landscape audits/surveys to each existing Single Family Home at least every fifth year.
    - b. Metered service areas will actively market landscape audits/surveys to the top 20 percent of existing Single Family customer water-users.
  3. annual pre-irrigation season notification to Single Family Homes served by the Rio Linda/Elverta Community Water District of the District-provided landscape assistance (audits/surveys, materials, special offers, etc.).
- B. Rio Linda/Elverta Community Water District's on-going program, in cooperation with the California Landscape Contractors Association, Sacramento Area Water Works Association, other water purveyors, etc., will include:
1. ~~participation in the development/maintenance of a local demonstration garden within five years following agreement signing (does not have to be located within Rio Linda/Elverta Community Water District's service area but should be convenient to the Rio Linda/Elverta Community Water District's customers).~~
  2. ~~annual participation at local and regional landscape fairs and garden shows.~~
  3. ~~annual cooperative education and marketing campaigns with local nurseries.~~
  4. annual irrigation season landscape media campaign.
  5. annual post-irrigation season notification, to all customers, of the importance of timer resets/ sprinkler shut-offs.
- C. Rio Linda/Elverta Community Water District will:
1. ~~attend a landscape task force with other local governments and water purveyors, the building and green industries and environmental / public interest groups to review the existing ordinance to determine if it is at least as effective as the Model Water Efficient Landscape Ordinance, and to monitor, and revise, when applicable, the ordinance.~~
  2. ~~participate in the landscape task force's review of the implementation of the ordinance, including the landscape plan review and final inspection/certification process.~~

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3. ~~participate in the landscape task force's determination if program effectiveness is diminished by city/county staff time constraints, budget or lack of landscape knowledge/expertise.~~
- D. Rio Linda/Elverta Community Water District will publicly support the county and city's actions to enact and/or revise and fully implement a landscape water efficiency ordinance.
- E. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**BMP 13 WATER WASTE PROHIBITION**

- A. The Rio Linda/Elverta Community Water District has enacted a water waste prohibition ordinance which includes measures and enforcement mechanisms per the criteria for this BMP.
- H. Within three years of agreement signing the Rio Linda/Elverta Water District will:
  13. notify all customers at least annually of the waste prohibitions (by newspaper, public notice, mailings, utility billings or a combination of such) prior to the irrigation season;
  14. have staff respond to reports of water waste in a timely manner;
  15. will have water waste patrols at least during water shortages; and
  16. will cooperate with the city or country in their program enforcement efforts.

**BMP 14 WATER CONSERVATION COORDINATOR**

The Rio Linda/Elverta Community Water District's Water Conservation Coordinator is Liz Myers and she is responsible for preparing, implementing and monitoring the Plan.

Within three years of agreement signing, at least one staff member at Rio Linda/Elverta Community Water District will be an AWWA Certified Water Conservation Practitioner (Level II) or pass equivalent training.  
Level II not available. Currently holds Level 1.

**BMP 16. ULTRA-LOW FLUSH TOILET REPLACEMENT PROGRAM FOR  
NON-RESIDENTIAL CUSTOMERS**

- A. Within three years of agreement signing, Rio Linda/Elverta Community Water District will:

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1. identify all non-residential customers, estimate the approximate number of non-ULF toilets at each account, and rank them by high, medium or low use (e.g., restaurant toilets are high use, warehouse toilets are low use)
  2. if possible, established a cooperative district / sanitation district ULF rebate program
- B. Rio Linda/Elverta Community Water District will annually:
1. offer, through direct mail or other direct communication, ULF rebates to all non-residential accounts which do not yet have ULF toilets, with special focus on those with the highest number of high-use non-ULF toilets.
- C. The retrofit program will:
1. offer the necessary incentive (which may include rebates, no interest loans, vouchers, billing surcharges/rebates, etc.) to insure that at least 10 percent of non-residential non-ULF toilets are replaced with ULF toilets each year, with a final installation target of 90 percent of all non-residential toilets being ULFs within ten years
  2. consider larger rebates for the more expensive high-use flushometer-type ULF installations
  3. investigate opportunities for community based organizations (CBOs) to receive the training and financial incentives necessary for them to implement this BMP for their constituents.
  4. consider monitoring the change in water use at metered-accounts which install ULF toilets
- I. Rio Linda/Elverta Community Water District will be fully implementing the program described above no later than the beginning of the fourth year after agreement signing.

**CITIZENS INVOLVEMENT PROGRAM**

~~The Rio Linda/Elverta Community Water District will invite members of the existing Rio Linda/Elverta Community Planning Advisory Council (CPAC) to provide input to the implementation of water conservation measures identified in the District's Water Forum Water Conservation Plan. It is intended that this informal group will serve to provide valuable citizens' input on the overall approach to implementation of water conservation measures in the District.~~